



TERMS AND CONDITIONS OF USE

By agreeing to these terms and conditions, I acknowledge that I am requesting St. Charles Health System, Inc. (SCHS) to grant me access to my online health record. I am also asking SCHS to give me the ability to communicate with my health care team via the Internet using SCHS's MyChart application. In addition, I am asking SCHS to release my health information, including test results, to my online health record. I understand that applicable laws may affect when and whether my medical providers are allowed to release certain test results and other information to me electronically. I understand that SCHS reserves the right to limit or discontinue my use of MyChart if I do not abide by these terms and conditions, or at its sole discretion.

Privacy and Security Policy

SCHS considers the privacy of your health information to be one of the most important elements in our relationship with you. Our responsibility to maintain the confidentiality of your health information is one that we take very seriously.

Summary of Requirements

You must provide a valid and functional e-mail address in order to use MyChart. Your MyChart user name and password should not be shared with anyone, including family members. Use of SCHS's MyChart application is intended for accessing your private health information.

Use of Online Patient Services

I understand that SCHS's MyChart should never be used for urgent matters. I acknowledge the anticipated turnaround time for response to electronic messages is 1 to 3 business days. I understand that I have opted into a service that provides electronic interaction with my clinician and care team. For all urgent matters that I believe may immediately affect my health or well-being, I will, without delay, contact my clinician, go to the emergency department of a local hospital, and/or dial 911. I understand that my health care team may send me secure Electronic Messages via my MyChart account. These messages may contain information that is important to my health and medical care. It is my responsibility to monitor these messages. By entering my valid and functional e-mail address, I have enabled and authorized SCHS to notify me of messages sent to my MyChart inbox, and understand that these new message notifications cannot be disabled. I understand that maintaining my current contact information with SCHS is my responsibility and I will update my e-mail address on my account as needed. I understand that in no event will SCHS, its affiliates, suppliers, or other third parties mentioned be liable for any damages whatsoever (including, without limitation, damages resulting from lost profits, lost data, or business interruption) arising from the use, or the results of the use of MyChart, any websites linked to MyChart, or any materials or information contained on such sites.

Verification of Identity

I understand that my enrollment is contingent on verification of my identity by SCHS. For purposes of establishing my identity and safeguarding it against identity theft or potential identity theft, SCHS requires that I agree to these MyChart Terms and Conditions.

Online ID and Password

I understand that I must create a unique MyChart user name and password in order to access my health information. The minimum password length must consist of at least 8 characters, including at least one number and one letter. I understand that my password must be different from my user name. Inquiries and entries that I make will be logged with my identity.

I understand that it is extremely important that I keep my MyChart user name and password to my account completely confidential. If at any time I feel that the confidentiality of my password has been compromised, I will change it by going to the Security Settings section on the website. I understand that SCHS takes no responsibility for and disclaims any and all liability or consequential damages arising from a breach of health record confidentiality resulting from my sharing or losing my password. If SCHS discovers that I have inappropriately shared my password with another person, or that I have misused or abused my online access privileges in any way, my participation may be discontinued and my access may be deactivated by SCHS without prior notice. I understand that I must not share my user name or password Online ID and/or Password with any third party website or vendor (for example, a mobile app or website that collects and displays health information). In doing so, I hold myself accountable for any interaction between MyChart and the third party and do not hold SCHS or its affiliates liable for my personal information and/or patient information being accessed by the third party, or for what the third party does with this information.

Deactivation of My Account

I understand that my account may be deactivated upon my request or at the discretion of SCHS.

Disclaimer

I understand that my account may not be available to me at all times due to maintenance, back-up procedures, unanticipated system failures, or other causes beyond the control of SCHS. SCHS does not guarantee that I will be able to access my account at all times. During times when my account is unavailable, other communication methods (e.g., telephone) should be used to contact SCHS.

I understand that SCHS takes no responsibility for and disclaims any and all liability arising from any inaccuracies or defects in software, communication lines, the virtual private network, the Internet or my Internet Service Provider (ISP), access system, computer hardware or software, or any other service or device that I use to access my account.

Eligibility

Adults (age 18+) - Individuals must be age 18 or older to request access and be allowed to fully participate in MyChart.

Minors (under age 14) - Parents or guardians of minor children may request access to the minor child's account by following the terms outlined in the "Proxy Access" section of these Terms and Conditions.

Age 14-17 - Access to a minor child's MyChart account will be limited upon the child's 14th birthday, in accordance with state and federal law. As a result, when a minor patient reaches the age of 14, proxy access to the minor patient's record will be automatically discontinued. Any request for proxy access to the MyChart account of a minor child age 14-17 will need to be submitted directly to the SCHS Health Information Management Department, for review and approval, and can be done so by completing and submitting the SCHS MyChart Proxy Access - Minor form, which is available [HERE](#). Please note: proxy access request to a minor patient's MyChart account will only be granted in very limited circumstances, as per SCHS policy. With respect to minors, proxy access will only be granted to parties with parental rights or legal guardianship over the patient and only to the extent that the party requesting proxy access can demonstrate the legal right to the patient's medical information.

Proxy Access

An adult with a MyChart account may grant proxy access to another adult by accessing and logging into MyChart and submitting an electronic request. An adult (18 or over) who is a patient representative or otherwise legally acting (specific documentation may be required) on behalf of another adult may request proxy access to that patient's MyChart account by filling out the SCHS MyChart Proxy Access - Adult form available [HERE](#) and submitting it to the SCHS Health Information Management (HIM) department as noted in the instructions on the form.

SCHS's identity verification and protection requirements apply to the patient as well as to those who are requesting proxy access to a patient's MyChart account. If proxy access is granted, the patient and the proxy will receive separate MyChart accounts. The patient may revoke proxy access at any time by logging in to their MyChart account and following the instructions noted in MyChart. If a proxy's legal relationship with the patient changes, the proxy must inform SCHS immediately by contacting the SCHS Health Information Management department, located at 2500 NE Neff Road, Bend, OR 97701.

SCHS reserves the right to revoke proxy access at any time and for any reason.

St.Charles&CarePartners Terms and Conditions

When you sign up for text messages from St.Charles&CarePartners, you are signing up to receive text messages related to your relationship with St.Charles&CarePartners, including updates related to your visits, MyChart account, one-time passcode, billing notifications, and care management.

You can opt-out of SMS messages by texting STOP to respective short code. Your opt-out request will generate one final message confirming that you have been unsubscribed. You will no longer receive SMS messages from the short code you opted out from. If you want to join again, sign up using St.Charles&CarePartners or text HELP to the short code for instructions.

If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at 844-258-4153.

Carriers are not liable for delayed or undelivered messages.

Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary.

Questions, Compliments, Complaints and Contacts

For questions, compliments or complaints about MyChart, and for questions regarding these Terms and Conditions, including your rights as a user of MyChart or Proxy Access, please contact the MyChart Help Desk toll free at: 844.259.4153 Monday - Friday from 8:00 AM-5:00 PM or via e-mail at:

MyChartSupport@StCharleshealthcare.org. The MyChart Help Desk may also be contacted by U.S. Mail at the following address: 2500 NE Neff Road, Bend, OR 97701.